Title: Information Processing Apparatus, Information Processing Method and Information Processing Program
Inventor: SUZUKI, et al.
Appln. No. : New Appln.
Docket No.: 024629-00009

FIG. 1

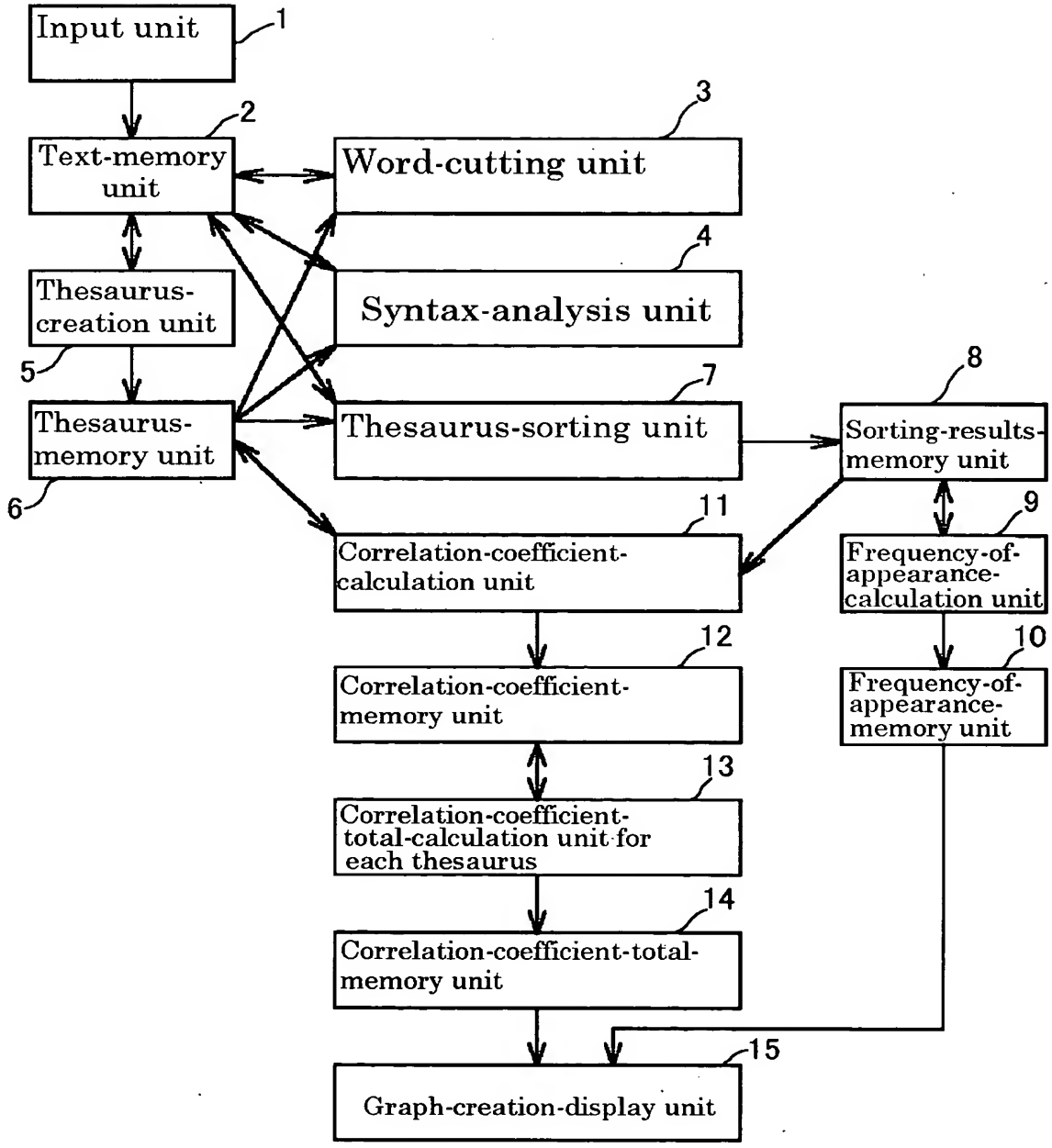

FIG. 2

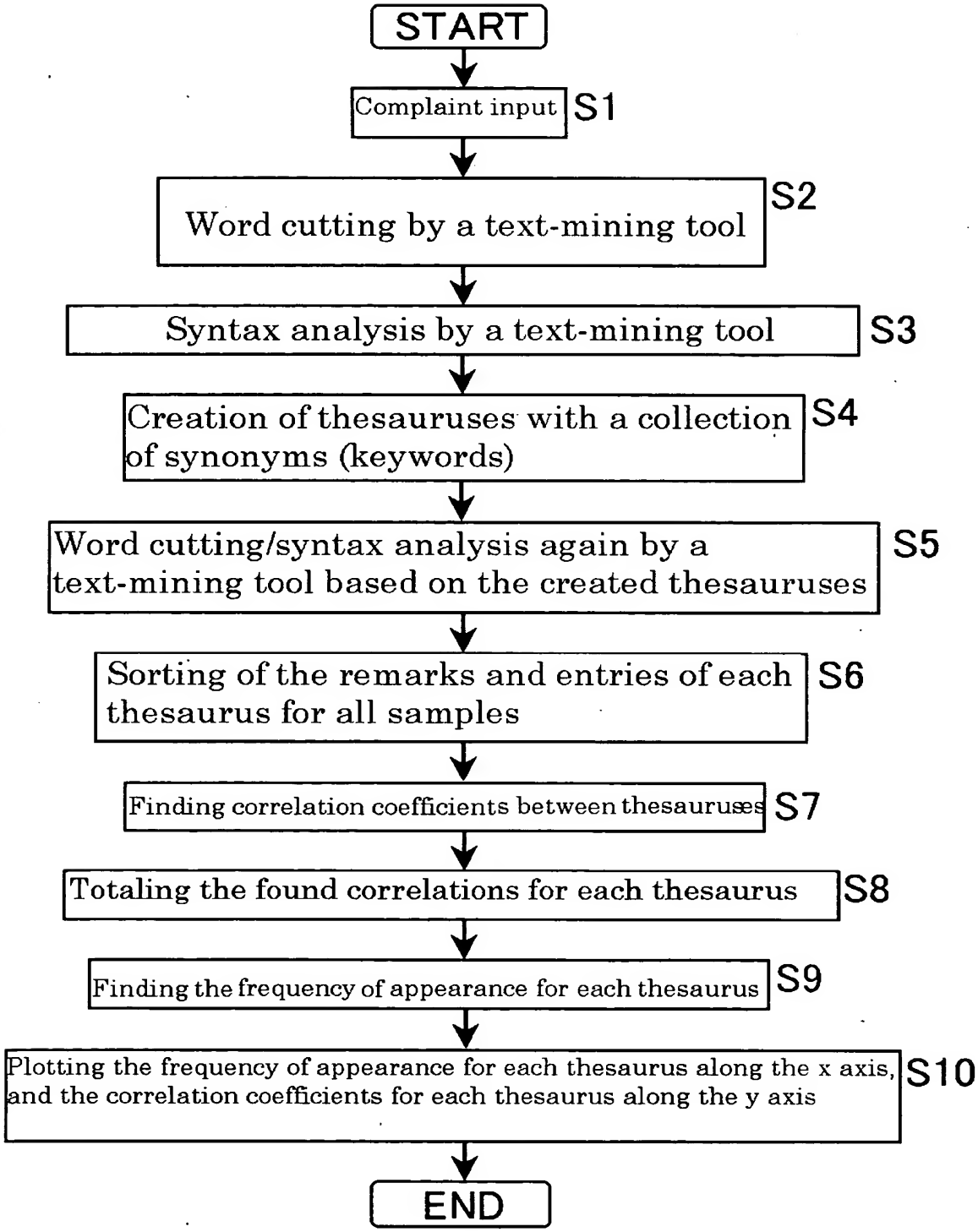
START
Complaint input
S1
Word cutting by a text-mining tool
S2
Syntax analysis by a text-mining tool
S3
Creation of thesauruses with a collection of synonyms (keywords)
S4
Word cutting/syntax analysis again by a text-mining tool based on the created thesauruses
S5
Sorting of the remarks and entries of each thesaurus for all samples
S6
Finding correlation coefficients between thesauruses
S7
Totaling the found correlations for each thesaurus
S8
Finding the frequency of appearance for each thesaurus
S9
Plotting the frequency of appearance for each thesaurus along the x axis, and the correlation coefficients for each thesaurus along the y axis
S10
END

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Fig 3

Last week	Order	Deliver	Parts	Contact	— — —
a week ago	ordered but	deliver	parts	information	— — —
¦ ¦ ¦ ¦	¦ ¦ ¦ ¦	¦ ¦ ¦ ¦	¦ ¦ ¦ ¦	¦ ¦ ¦ ¦	

Fig 4

	Last week	Order	Deliver	Parts	-----
K—1	0	1	0	1	-----
K—2	1	1	1	0	-----
K—3	1	1	0	0	-----
⋮	⋮	⋮	⋮	⋮	⋮
K—n	1	1	0	1	-----

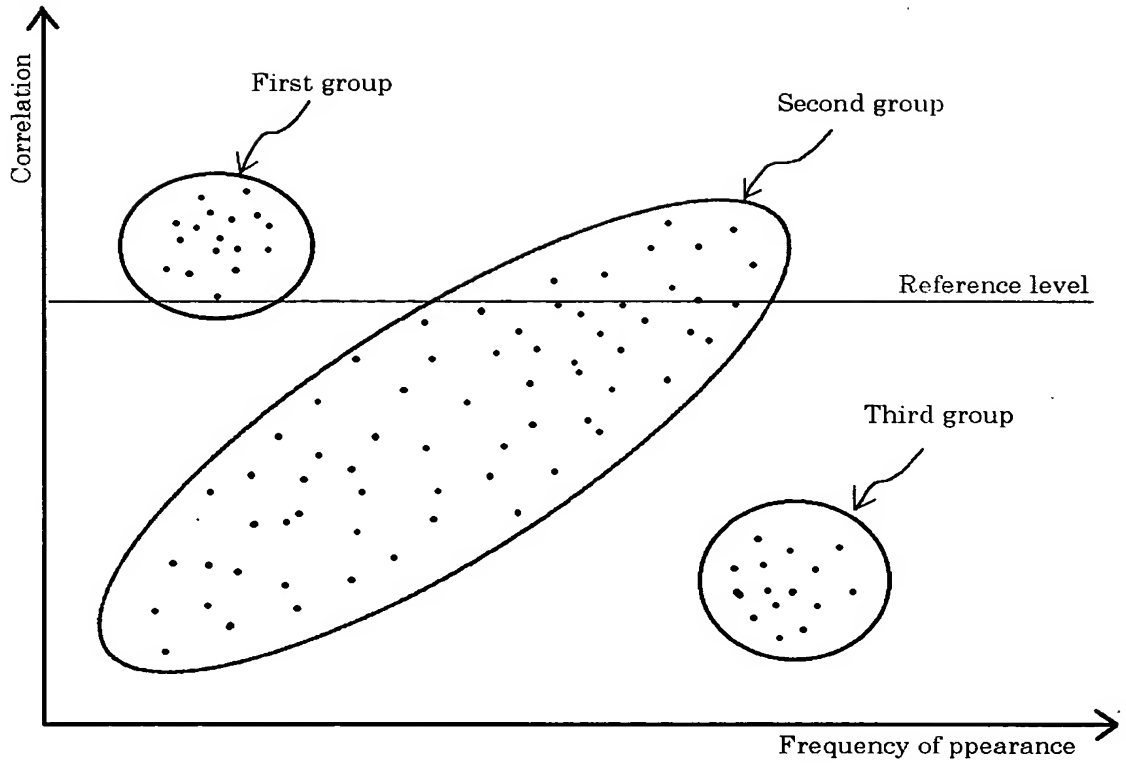
Fig 5

	Last week	Order	Deliver	Parts	— — —
Last week	1	0.025	0.038	0.001	— — —
Order	0.025	1	0.064	0.021	— — —
Deliver	0.038	0.064	1	0.004	— — —
Parts	0.001	0.021	0.004	1	— — —
⋮	⋮	⋮	⋮	⋮	⋮
Total					

Fig 6

	Last week	Order	Deliver	Parts	-----	
K—1	0	1	0	1	-----	
K—2	1	1	1	0	-----	
K—3	1	1	0	0	-----	
⋮	⋮	⋮	⋮	⋮	⋮	
K—n	1	1	0	1	-----	
Total	A	B	C	D	-----	Σ (A+B+C+D⋯)

Fig 7


Correlation
First group
Second group
Reference level
Third group
Frequency of ppearance